

CLAIMS

What is claimed is:

1. A distributed method for performing network
5 monitoring, comprising:
 establishing, by an infrastructure management
 appliance, a secure virtual connection with a remote data
 center;
 monitoring, by said infrastructure management
10 appliance, at least one customer resource; and
 transmitting information obtained through said
 monitoring of said customer resource to said remote data
 center over said secure virtual connection.
- 15 2. The method of claim 1, wherein said establishing said
secure virtual connection with said remote data center
comprises establishing a virtual private network with
said remote data center.
- 20 3. The method of claim 1, further comprising:
 obtaining customer specific information from said
remote data center, wherein said establishing of said
secure virtual connection with said remote data center is
responsive to said customer specific information.
- 25 4. The method of claim 3, wherein said step of obtaining
said customer specific information is performed over a
first interface to said infrastructure management
appliance, and wherein said establishing of said secure

virtual connection with said remote data center is over a second interface to said infrastructure management appliance.

5 5. The method of claim 4, wherein said monitoring of said at least one customer resource is performed over said second interface to said infrastructure management appliance.

10 6. The method of claim 4, wherein said obtaining of said customer specific information over said first interface to said infrastructure management appliance comprises obtaining said customer specific information through dial up access over a serial line to said data center.

15 7. The method of claim 4, wherein said obtaining of said customer specific information further comprises obtaining an network address of said infrastructure management appliance from said remote data center.

20 8. The method of claim 7, wherein said obtaining of said network address of said infrastructure management appliance comprising obtaining an Internet Protocol (IP) address from said remote data center.

25 9. The method of claim 4, wherein said monitoring of said at least one customer resource comprises periodically polling of a server system to determine whether said server system is in an operational state.

10. The method of claim 4, wherein said monitoring of
said at least one customer resource comprises generating
a synthetic transaction with respect to at least one
customer application, and storing a result obtained from
said customer application in response to said synthetic
transaction.

11. The method of claim 4, further comprising:
discovering at least one customer operational
environment attribute; and
configuring said first interface to said
infrastructure management appliance in response to said
at least one customer operational environment attribute.

12. The method of claim 11, wherein said at least one
customer operational environment comprises a dial-out
prefix.

13. An infrastructure management appliance, comprising:
at least one processor;
at least one memory, said memory operable to store
program code executable on said at least one processor,
wherein said program code includes

program code for establishing a secure virtual
connection with a remote data center;
program code for monitoring at least one
customer resource; and

program code for transmitting information
obtained through said monitoring of said customer
resource to said remote data center over said secure
virtual connection.

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14. The infrastructure management appliance of claim 13,
wherein said program code for establishing said secure
virtual connection with said remote data center comprises
program code for establishing a virtual private network
with said remote data center.

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15. The infrastructure management appliance of 13,
further comprising:

program code for obtaining customer specific
information from said remote data center, wherein said
program code for establishing said secure virtual
connection with said remote data center is responsive to
said customer specific information.

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16. The infrastructure management appliance of claim 15,
further comprising:

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a first communication interface;

wherein said program code for obtaining said
customer specific information obtains said customer
specific information over said first communication
interface;

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a second communication interface; and

wherein said program code for establishing said
secure virtual connection with said remote data center

establishes said secure virtual connection over said second communication interface.

17. The infrastructure management appliance of claim 16, wherein said program code for monitoring said at least one customer resource monitors said at least one customer resource over said second communication interface.

18. The infrastructure management appliance of claim 16, wherein said program code for obtaining said customer specific information obtains said customer specific information over said first communication interface, and wherein said first communication interface provides dial up access over a serial line to said remote data center.

19. The infrastructure management appliance of claim 16, wherein said program code for obtaining said customer specific information further comprises program code for obtaining a network address of said infrastructure management appliance from said remote data center.

20. The infrastructure management appliance of claim 19, wherein said program code for obtaining said network address of said infrastructure management appliance comprises program code for obtaining an Internet Protocol (IP) address from said remote data center.

21. The network management appliance of claim 16, wherein said program code for monitoring of said at least one

customer resource comprises program code for periodically polling a server system to determine whether said server system is in an operational state.

5 22. The infrastructure management appliance of claim 16, wherein said program code for monitoring said at least one customer resource comprises program code for generating a synthetic transaction with respect to at least one customer application, and program code for
10 storing a result obtained from said customer application in response to said synthetic transaction.

23. The infrastructure management appliance of claim 16, further comprising:

15 program code for discovering at least one customer operational environment attribute; and
program code for configuring said first communication interface in response to said at least one customer operational environment attribute.

20 24. The infrastructure management appliance of claim 23, wherein said at least one customer operational environment attribute comprises a dial-out prefix.

25 25. A distributed system for performing network monitoring, comprising:
means for establishing, by an infrastructure management appliance, a secure virtual connection with a remote data center;

means for monitoring, by said infrastructure management appliance, at least one customer resource; and

- 5 means for transmitting information obtained through said monitoring of said customer resource to said remote data center over said secure virtual connection.